

# EQUALITY IMPACT ASSESSMENT – CAPITAL ALLOCATION AMENDMENT

## ALLOCATION OF CAPITAL FUNDING FOR CAR PARK SYSTEM REPLACEMENT

### SECTION ONE: INFORMATION ABOUT THE PROPOSAL

<b>Author(s):</b> This is the person completing the EIA template.	Darren Stoneman	<b>Department and service:</b>	Parking, CCTV & Marine Services, Place	<b>Date of assessment:</b>	02/03/2023
<b>Lead Officer:</b> Please note that a Head of Service, Service Director, or Strategic Director must approve the EIA.	Mike Artherton	<b>Signature:</b>		<b>Approval date:</b>	02/03/2023
<b>Overview:</b>	<p>The Implementation of 2022 Parking Fees and Charges Review (cashless parking amd)</p> <p>The review includes:</p> <ul style="list-style-type: none"> <li>• Increase to Cashless Parking offer across the city</li> <li>• New Improved parking systems across the city</li> </ul> <p>Changes to parking charges for both on-street and off-street parking will see an amendment to price and more importantly changes to the tariff / charge times which will see an positive impact on those people visiting Plymouth and staying overnight in our thriving hotelier / leisure sector. The changes will also allow for longer stays. The Changes will allow an increased level of flexibility for motorists to be able to transfer their parking session between like banded car parks and thus gain better value.</p> <p>These changes have been subject to a formal public consultation and in addition, further engagement was undertaken with those sectors of our city who may require further clarification, this includes but not limited to Tourism, Disability, Faith, Business, Residents, Business Improvement Districts.</p>				

	<p>The changes will ensure that robust, DDA compliant payment systems are installed across the city, to allow us to promote greater channel shift to digital payments, and also provide mini service terminals which are able to be programmed to offer other services both for the local authority, but also for a potential commercial opportunity.</p> <p>Cashless parking was first introduced in Plymouth in 2009 and expanded in 2020 to cover all Plymouth City Council Surface Carparks with the removal of cash as a payment option, in addition to this telephone or app payments are also available and increasing in popularity, the current provider in Plymouth is 'RingGo'. Mobile Phone Payment solutions provides an alternative to the traditional payment machines and offers significant advantages in convenience, environmental benefits and efficiency.</p> <p>Whilst it is accepted that these changes will impact on the general increase to the cost of living in the city, the fees and charges review offers a balance between increased costs and increased flexibility. The review will still leave Plymouth at the lower end of parking charge scale amongst both our local neighbours and across similar local authorities.</p>
<b>Decision required:</b>	To amend to use of the capital allocation L37 (19/20) to include all parking systems across Plymouth City Council Car Park Assets and on street parking systems

**SECTION TWO: EQUALITY IMPACT ASSESSMENT SCREENING TOOL**

<b>Potential external impacts:</b> Does the proposal have the potential to negatively impact service users, communities or residents with protected characteristics?	<b>Yes</b>	Yes	<b>No</b>	
<b>Potential internal impacts:</b> Does the proposal have the potential to negatively impact Plymouth City Council employees?	<b>Yes</b>		<b>No</b>	No
Is a full Equality Impact Assessment required? (if you have answered yes to either of the questions above then a full impact assessment is required and you must complete section three)	<b>Yes</b>	Yes	<b>No</b>	
If you do not agree that a full equality impact assessment is required, please set out your justification for why not.				

**SECTION THREE: FULL EQUALITY IMPACT ASSESSMENT**

Protected characteristics (Equality Act, 2010)	Evidence and information (e.g. data and consultation feedback)	Adverse impact	Mitigation activities	Timescale and responsible department
<b>Age</b>	<p>All data is from the 2011 Census except for age and sex which has been updated with 2021 data. Data will be updated with the 2021 Census data as it becomes available.</p> <p>Plymouth</p> <ul style="list-style-type: none"> <li>• 16.4 per cent of people in Plymouth are children aged under 15.</li> <li>• 65.1 per cent are adults aged 15 to 64.</li> <li>• 18.5 percent are adults aged 65 and over.</li> <li>• 2.4 percent of the resident population are 85 and over.</li> </ul> <p>South West</p> <ul style="list-style-type: none"> <li>• 15.9 per cent of people are aged 0 to 14, 61.8 per cent are aged 15 to 64.</li> <li>• 22.3 per cent are aged 65 and over.</li> </ul> <p>England</p> <ul style="list-style-type: none"> <li>• 17.4 per cent of people are aged 0 to 14.</li> <li>• 64.2 per cent of people are aged 15 to 64.</li> <li>• 18.4 per cent of people are aged 65 and over.</li> </ul>	<p>Plymouth City Council are aware that there will be limited impact on older people with the implementation of the Parking Fees and Charges Review</p> <p>It is recognised that older people will be less likely to have a mobile phone or ability to set up an online account for online payment options.</p> <p>It is recognised that older people may experience difficulty with the concept of transferable parking sessions.</p> <p>It is likely that older customers will be less</p>	<p>Increased visibility of payment telephone numbers will be installed at all payment machines and on lamp columns</p> <p>Design of car park groups into names and colours which will be easily understood</p> <p>Civil Enforcement Officers will be supported with additional customer service training to support those experiencing difficulty</p> <p>All partners within the city, including City Centre Company, Plymouth Waterfront Partnership, Plymouth Area Disability Access</p>	<p>Mike Artherton June 2023</p>

	<p>(2021 Census)</p>	<p>inclined to make card or online payments, therefore Plymouth City Council will ensure that a link is on its website to alternative parking facilities in the City which will retain cash, these will be privately owned or operated,</p> <p>New Machines will be different and users may experience some short term difficulties, however all machines will be DDA compliant and have fill 'Plain English Instructions'</p> <p>All telephone payment options will remain through a local all number to ensure that no additional costs are borne by the customer</p> <p>The Ofcom 'Adults media use and attitudes report 2018' indicates that 78% of 65-74 year olds use a mobile phone with 72% of the over 74's. Whilst only 39% of the over 65's use a smartphone (up from 28% in 2016) it should be remembered that RingGo payments can be made via text or a phone call.</p>	<p>Network, AGEUK, and Access Plymouth will be engaged to support increased public awareness.</p> <p>All Civil Enforcement Officers will undergo enhanced Customer Service Training to include additional content on protected characteristics.</p> <p>The development of 'Social Care' permit will increase access options to those who receive in-home care and these permits designed for 'Social Care' sector to be promoted accordingly</p>	
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		<p>To mitigate the above figures, additional signage and assistance will be provided.</p> <p>A Smartphone is not an essential requirement for using this service.</p> <p>A bank account is an essential requirement for using the service. However, it should be noted that the UK government has helped launch fee-free bank accounts for people on low incomes, including the elderly. Most wages and state benefits are now paid directly into recipients' bank accounts which makes living without one and being able to run a vehicle most unlikely</p> <p>For those with difficulty in walking or consider the pay machines difficult to access or use, phone payments can be made easier</p> <p>Website <a href="https://www.parkopedia.com/">https://www.parkopedia.com/</a> contains details of all car parks in the city with which will accept cash,</p> <p>The Deloitte UK Smart Phone report 2019 shows 80% of over 55 year olds regularly use a Smart Phone</p>		
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		<p>The OFCOM Technology Tracker report 2020 shows usage of mobiles phones has increased over 87% of over 55s now regularly use a Mobile Phone increasing to 99% in younger age groups</p> <p>This policy and assessment will be regularly reviewed to ensure the impact is understood and mitigated ongoing, this will be achieved through</p> <p>Attendance at Disability Involvement Group meetings (PADAN)</p> <p>On-street surveys</p> <p>Engagement with customers through the Have Your Say function, Twitter, emails, phone calls, etc.</p> <p>Continue to monitor new accessibility changes from the cashless parking provider and improvements to machine technology.</p>		
<p><b>Disability</b></p>	<p>9.4 per cent of residents in Plymouth have their activities limited 'a lot' because of a physical or mental health problem.</p> <p>12.2 per cent of residents in Plymouth have their activities limited 'a little' because of a physical or mental health problem (2021 Census)</p>	<p>Plymouth City Council are aware that there will be limited impact on disabled people with the implementation of the Parking Fees and Charges Review</p>	<p>A full range of payment options including the use of Smartphone Apps, Payment by Text, along with Card Payments at machines will ensure</p>	<p>Darren Stoneman (Civil Enforcement Officer) July 2023</p>

		<p>It is recognised that disabled people may be less likely to have a mobile phone or ability to set up an online account for online payment options.</p> <p>There will be no change to the rights which allow disabled persons with Blue Badges will continue to be able to park for free in all on-street parking bays,</p> <p>Reading information notices and paying for parking using a mobile device may cause problems for some, including those with learning difficulties or physical impairments such as hearing loss.</p> <p>Any new parking technology both virtual and physical will be DDA compliant and will be demonstrated through our partners PADAN</p> <p>Mobile phone Technology is continually improving and phones are available for people with a range of disabilities, including voice amplification and hearing aid compatibility for those who have problems with hearing. One of the UK's largest hearing loss charities 'Action on Hearing Loss' states the following: - <b>"The increasing</b></p>	<p>the widest possible accessibility for most disabilities</p> <p>We will increase the promotion of the disabled parking accessibility permit, this negating the need for payment, this will be undertaken by seeking engagement through our local partners , PADAN, Age UK and Access Plymouth to advertise this through their newsletters and website.</p> <p>Free disabled parking is available in all on street locations and is not impacted by these proposals</p>	
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		<p><b>availability of smartphone apps for parking payments has been beneficial and helps to avoid situations where people with hearing loss are disadvantaged by not being able to make use of voice call payment systems or seeking assistance through help points”</b></p> <p>There are likely to be some people for whom the existing payment machines are currently considered inaccessible, either in distance or in operation. A cashless alternative may be particularly beneficial for this group of users. The ability to ‘top-up’ parking fees rather than returning to the vehicle to do this will benefit those with any walking difficulties.</p> <p>This policy and assessment will be regularly reviewed to ensure the impact is understood and mitigated ongoing, this will be achieved through</p> <ul style="list-style-type: none"><li>• Attendance at Disability Involvement Group meetings (PADAN)</li><li>• On-street surveys</li></ul>		
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		<ul style="list-style-type: none"> <li>Engagement with customers through the Have Your Say function, Twitter, emails, phone calls, etc.</li> </ul> <p>Continue to monitor new accessibility changes from the cashless parking provider and improvements to machine technology</p>		
<b>Gender reassignment</b>	0.5 per cent of residents in Plymouth have a gender identity that is different from their sex registered at birth. 0.1 per cent of residents identify as a trans man, 0.1 per cent identify as non-binary and, 0.1 per cent identify as a trans women (2021 Census).	We have no reason to believe that the Parking fees and charges review would have a detrimental effect on people on account of their gender reassignment status	None	N/A
<b>Marriage and civil partnership</b>	40.1 per cent of residents have never married and never registered a civil partnership. 10 per cent are divorced, 6 percent are widowed, with 2.5 per cent are separated but still married.  0.49 per cent of residents are, or were, married or in a civil partnerships of the same sex. 0.06 per cent of residents are in a civil partnerships with the opposite sex (2021 Census).	We have no reason to believe that the Parking fees and charges review would have a detrimental effect on people on account of their Marital status	None	N/A
<b>Pregnancy and maternity</b>	The total fertility rate (TFR) for England was 1.62 children per woman in 2021. The total fertility rate (TFR) for Plymouth in 2021 was 1.5.	We have no reason to believe that the Parking fees and charges review would have a detrimental effect on people on account of their Pregnancy status	None	N/A

		<p>It could offer an increase in the perceived safety for women who, with RingGo, can pay from the comfort and security of their vehicles, rather than walk to a pay machine with cash or a bank card at night or when alone and negate the need to return for any required payment top-ups.</p> <p>The use of RingGo would negate the need for pregnant women and those with small children, to locate and walk to a payment machine with cash or a bank card and enable payment top-ups without the need to return to the vehicle</p> <p>This policy and assessment will be regularly reviewed to ensure the impact is understood and mitigated ongoing, this will be achieved through</p> <p>On-street surveys</p> <p>Engagement with customers through the Have Your Say function, Twitter, emails, phone calls, etc.</p>		
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		<p>Continue to monitor new accessibility changes from the cashless parking provider and improvements to machine technology</p>		
<p><b>Race</b></p>	<p>In 2021, 94.9 per cent of Plymouth’s population identified their ethnicity as White, 2.3 per cent as Asian and 1.1 per cent as Black (2021 Census)</p> <p>People with a mixed ethnic background comprised 1.8 per cent of the population. 1 per cent of the population use a different term to describe their ethnicity (2021 Census)</p> <p>92.7 per cent of residents speak English as their main language. 2021 Census data shows that after English, Polish, Romanian, Chinese, Portuguese, and Arabic are the most spoken languages in Plymouth (2021 Census).</p>	<p>We have no reason to believe that the Parking fees and charges review will generate an increased impact on individuals based on Race</p> <p>Anyone who does not speak English as a first language may have difficulty using the pay by phone parking system.</p> <p>Visitors will not necessarily have a RingGo account set-up (although this is a national system and has accounts all over the UK)</p> <p>Difficulties reading signage</p> <p>This policy and assessment will be regularly reviewed to ensure the impact is understood and mitigated ongoing, this will be achieved through</p> <ul style="list-style-type: none"> <li>• Unify Plymouth</li> <li>• On-street surveys</li> </ul>	<ul style="list-style-type: none"> <li>• The RingGo website offers information on how to use the system in over 80 different languages. This is more accessible for both visitors and non-English speakers than using the existing payment machines.</li> <li>• Existing pay machines will still be in place within the City Centre for those who use credit/debit cards.</li> </ul>	<p>Darren Stoneman (Civil Enforcement Manager)</p> <p>Ongoing</p>

		<ul style="list-style-type: none"> <li>Engagement with customers through the Have Your Say function, Twitter, emails, phone calls, etc.</li> </ul> <p>Continue to monitor new accessibility changes from the cashless parking provider and improvements to machine technology</p>	<ul style="list-style-type: none"> <li>There are issues with legislative requirements in relation to street/road signage in order to provide information in other languages. The Department for Transport does not currently provide statutory road signs in languages other than in Wales and Cornwall and by application exception</li> </ul> <p>The impact overall is likely to be negligible given that it is increasingly difficult to obtain a licence, legally buy a car, obtain annual insurance and pay car tax etc. in the UK by persons for whom English or reading is difficult.</p>	
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<p><b>Religion or belief</b></p>	<p>48.9 per cent of the Plymouth population stated they had no religion. 42.5 per cent of the population identified as Christian (2021 Census).</p> <p>Those who identified as Muslim account for 1.3 per cent of Plymouth’s population while Hindu, Buddhist, Jewish or Sikh combined totalled less than 1 per cent (2021 Census).</p>	<p>We have no reason to believe that the Parking fees and charges review would have any greater or lesser effect on people on account of their faith or beliefs.</p> <p>This policy and assessment will be regularly reviewed to ensure the impact is understood and mitigated ongoing, this will be achieved through</p> <ul style="list-style-type: none"> <li>• On-street surveys</li> <li>• Engagement with customers through the Have Your Say function, Twitter, emails, phone calls, etc.</li> </ul> <p>Continue to monitor new accessibility changes from the cashless parking provider and improvements to machine technology</p>	<p>None</p>	<p>Darren Stoneman (Civil Enforcement Manager)</p> <p>Ongoing</p>
<p><b>Sex</b></p>	<p>51 per cent of our population are women and 49 per cent are men (2021 Census).</p>	<p>We have no reason to believe that the Parking fees and charges review would have any greater or lesser effect on people on account of their Sex</p> <p>This policy and assessment will be regularly reviewed to ensure the impact is understood and mitigated ongoing, this will be achieved through</p> <ul style="list-style-type: none"> <li>• On-street surveys</li> </ul>	<p>None</p>	<p>Darren Stoneman (Civil Enforcement Manager)</p> <p>Ongoing</p>

		<ul style="list-style-type: none"> <li>Engagement with customers through the Have Your Say function, Twitter, emails, phone calls, etc.</li> </ul> <p>Continue to monitor new accessibility changes from the cashless parking provider and improvements to machine technology</p>		
<p><b>Sexual orientation</b></p>	<p>88.95 per cent of residents aged 16 years and over in Plymouth describe their sexual orientation as straight or heterosexual. 2.06 per cent describe their sexuality as bisexual, 1.97 per cent of people describe their sexual orientation as gay or lesbian. 0.42 per cent of residents describe their sexual orientation using a different term (2021 Census).</p>	<p>We have no reason to believe that the Parking fees and charges review would have any greater or lesser effect on people on account of their sexual orientation.</p> <p>This policy and assessment will be regularly reviewed to ensure the impact is understood and mitigated ongoing, this will be achieved through</p> <ul style="list-style-type: none"> <li>On-street surveys</li> <li>Engagement with customers through the Have Your Say function, Twitter, emails, phone calls, etc.</li> </ul> <p>Continue to monitor new accessibility changes from the cashless parking provider and improvements to machine technology</p>	<p>None</p>	<p>N/A</p>

**SECTION FOUR: HUMAN RIGHTS IMPLICATIONS**

Human Rights	Implications	Mitigation Actions	Timescale and responsible department
	No Implications	No Actions	

**SECTION FIVE: OUR EQUALITY OBJECTIVES**

Equality objectives	Implications	Mitigation Actions	Timescale and responsible department
<b>Celebrate diversity and ensure that Plymouth is a welcoming city.</b>	There are no implications identified	None	
<b>Pay equality for women, and staff with disabilities in our workforce.</b>	There are no implications identified	None	
<b>Supporting our workforce through the implementation of Our People Strategy 2020 – 2024</b>	There are no implications identified	None	
<b>Supporting victims of hate crime so they feel confident to report incidents, and working with, and through our partner organisations to achieve positive outcomes.</b>	There are no implications identified	None	
<b>Plymouth is a city where people from different backgrounds get along well.</b>	There are no implications identified	None	